

## **RSWC# 337, Post Warranty IT Equip Maintenance**

### **Contract Information and Usage Instructions**

**Contract Period:** Five-year term.

Start Date: November 1, 2019

Final End Date: October 31, 2024

**Summary/Background Information:** The goal of this contract is to provide coverage all across the state for post-warranty Information Technology- related equipment. There needs to be expedited and mission critical service options for certain equipment expected to be covered on a break/fix under this contract. This contract is **restricted** to STS for initial purchase, but is available for use by all agencies.

#### **State Contact Information**

Stephanie Landmark

Contract Administrator

Central Procurement Office

(615) 741-2026

Stephanie.Landmark@tn.gov

#### **Vendor Contact Information:**

Pomeroy IT Solutions dba Getronics

Edison Contract Number # 64195

Vendor ID #859

Vendor Contact Name: Tom Phillips

Phone number 615-922-3942

[Tom.Phillips@getronics.com](mailto:Tom.Phillips@getronics.com)

#### **State Agency Ordering Instructions:**

1. Please consult the catalog line item spreadsheet to determine what service is needed. If you need assistance selecting service, please contact the vendor or STS.
2. Once you have selected all of the needed services, please submit a ticket via ServiceNow and they will submit your request to the vendor. Link below:  
<http://teamtn.gov/sts/section/sts-services>
3. STS will order your service directly from the vendor and charge your agency at a later time.

**Local Government Entity Instructions:**

1. Local Governments and other eligible entities are encouraged to use this contract.
2. Local entities should contact Tom Philips with Pomeroy IT Solutions (dba Getronics) with respect to how he would like to conduct business transactions. His contact information is on the first page of this document.
3. The State requires Pomeroy IT Solutions (dba Getronics) to report all sales to Local Government entities making use of the State contract.

**Access to Contract Documents Online:**

1. Click on the link below to go to the Supplier Portal homepage:
2. [https://sso.edison.tn.gov/psp/paprd/SUPPLIER/ERP/c/TN\\_PUBLIC\\_SUPPLIER.TN\\_ACTIVE\\_SWC\\_CMP.GBL?Page=TN\\_ACTIVE\\_SWC&Action=U&ExactKeys=Y&TargetFrameName=None](https://sso.edison.tn.gov/psp/paprd/SUPPLIER/ERP/c/TN_PUBLIC_SUPPLIER.TN_ACTIVE_SWC_CMP.GBL?Page=TN_ACTIVE_SWC&Action=U&ExactKeys=Y&TargetFrameName=None)
3. Scroll down the list of contracts and locate "Post-Warranty IT Equip Mtce". Click on the picture of a folder under the "Details" column.
4. You will get a rectangular box and one of the columns (to the right) will say "Contract Documents", and below will be a picture of a file folder, click on it and you will get a new box with multiple contract documents shown. Click on the picture of the document to view the attachment.